

**Promotor(a)/Community Health Worker (CHW) Training and Certification
Advisory Committee Minutes**

Meeting date|time *May 29, 2015 10:00 AM* | **Meeting location** *DSHS Central Office (Austin) –In Person, Conference Call and Webinar*

Meeting called by: Mérida Escobar, Presiding Officer

Members present: Mérida Escobar; Claudia Bustos; Oscar Muñoz, MPA; Richard Rosing; and Bobby Hansford

Members present by phone/webinar: Gary Eagleton; Venus Ginés, M.A.; and Julie St. John MPH, Dr.P.H.

DSHS Staff present: Caly Fernández; Monica Maldonado; Francis Ibezim; Beverly MacCarty; Tammy Sajak; Gwen McGee; Mack Harrison, Assistant General Counsel

DSHS Staff on the phone/webinar: Tonia Mancuso, Office of Title V and Family Health; Guadalupe Guerrero, Office of Border Health; Megan Wesley, Immunization Program; Galen Dickey-Lapracido, Susan Senn, HSR 2/3; Aleyda Hernandez, HSR 6/5S; Maria Hernandez, HSR 8; Mona Izquierdo HSR 9/10)

Guests present: Alfonso Carlon, Cardea; Peggy Gullede, Maximus; Evelia Velasco, CHW; Norma Baez, CHW; Rebecca Navarro, CHW; Otila Garcia, CHW; Cristela Gomez, CHW; Maricela Ortiz, CHW; Crescencia Alvarado, Travis County Promotora Organization; Maria Ybarra, CHW-STPA; Magdaleno Gutierrez, CHW-STPA; Maria Padilla, CHW; Silvia Garcia, CHW-STPA; Rosa Saucedo, CHW-STPA; Rosa Bedartes, CHW-STPA; Javier Meza, CHW-STPA; Mario Cantu, CHW-STPA; Elva Beltran, CHW-STPA; Emily Beltran, CHW-STPA; Michelle Amaya, CHW-STPA; Nora Amaya, CHW-STPA; Raquel Gomez, CHW-STPA; Claudia Vasquez, CHW-STPA; Nubia Quintanilla, CHW-STPA; Carmen Vela, CHW-STPA; Blanca Acosta, CHW-STPA; Noemi Garcia, CHW-STPA; Minerva Garcia, CHW-STPA; Marcus Escobar, CHW-STPA; Isabel Rios, CHW-Latino Health Care Forum; Graciela Saldana, CHW-STPA

Guests on the phone/webinar: Jerrie Amos, Care Net Pregnancy Center of Northwest Houston; Elvia Anderson, National Center for Farmworkers Health (NCFH); Omega Arteaga-Gamboa, Omega Health Group; Michelle Barfield, AIDS Outreach Center; Sheryl Barmasse, Episcopal Health Foundation; Estafania Calderon; James Carson, Harmony House; Giovanni Castro, Harris County Public Health and Environmental Services; Reymundo Cruz, Jr., Virginia Flores, Julie Bazan, Area Health Education Center; Mary Diaz, Ida Puente; Avance Head Start; Leticia Garcia; Marcina Gilliam, Satuma Garden Committee; Patrina Green, Tarri Wyre, UT Physicians; David Grimm, Insight; Teresa Hines, San Antonio Metropolitan Health District; Caitlin Howe, Health and Wellness Alliance for Children; Marshall Kratz, Texas Area Health Education Center – Northeast Region; Wei Chen Lee, University of Texas Medical Branch (UTMB); Bea Martinez, Health and Human Services Commission, Angie Medellin, Area Health Education Center of the Mid Rio Grande Border Area; Juanita Olvera, CommuniCare Health Centers; Rebeca Palacios, Mary Christina Torres, Baylor Scott and White Systems; Vicki Perez, Texas Tech University Health Sciences Center; Antonio Perlacia, Aldine ISD; Ardis Reed, Michele Stehling, TMF Health Quality Institute; Magaly Reyna, Christus Health Plan; Clement Rodriguez, Marcela Gonzalez, Dia de la Mujer Latina; Ronald Session, Parkland Health and Hospital System; Perce Tate, UT Southwestern; Stacey Thompson, Change Happens; Brian Todd, Federal Occupational Health; Rhonda Troxell, Maria Fernandez, UT Health; Adriana Vega, UT Southwestern Medical Center; Virginia Waldrop, Ready to Work; Debra Zagala, Access Health; Zelina Zavala, Community Action Corporation of South Texas; Ernestine Constante; Martha Estrada, Comal ISD/Migrant Program; Martha Maldonado, Dallas Healthy Start; Sonya Alcocer, Presa Community Center; Norma Baez, Maricela Ortiz Barajas,

Evelia Velasco, Promotoras of Travis County; Anthony Buchanan, Abundant Rain Christian Fellowship; Ruby Cantu, Christus Spohn Healthy System; Sharon Chaffin, American Diabetes Association; Ana Maria Flores, Behavioral Health Solution of South Texas; Katharine Nimmons, Texas A&M National CHW Training Center; Graciela Ortiz, Familias Triunfadoras; Virginia Priego, Daphne Pannell, Raine's Umbrella; Sister Phylis Peters, Proyecto Juan Diego; Kathy Phipps, Houston Area Women's Center; Flora Releford; Alicia Rojas, Houston Community College; Laura Trevino, Texas A&M Colonias Program; LaDonna Walker, JPS Health Network.

Mérida Escobar called the meeting to order and conducted a roll call of members. The committee recognized and welcomed the group of promotores from the South Texas Promotora Association (STPA) who got up very early to travel to Austin to participate in today's meeting.

AGENDA TOPICS

Agenda topic Approval of Minutes: | Presenter Mérida Escobar, Presiding Officer

Discussion: Due to a communication glitch, notice of today's meeting was not posted in the Texas register, therefore the committee cannot conduct official business. The minutes for the March 27, 2015 meeting will be presented for approval at the July 31, 2015 meeting. Members were asked to review the draft minutes and provide any changes or edits via email.

Agenda topic Public Comment | Presenter Mérida Escobar, Presiding Officer

Discussion: Crescencia Alvarado, Travis County Promotora Organization, noted the difference between CHW and Navigators. CHWs work to promote health and prevention and are a part of their community. They work within in the community to promote healthy living. Claudia Bustos also stated that CHWs work in the community and promote wellness. Navigators help clients navigate resources within the community and assist in signing up for insurance benefits through the health insurance marketplace.

Agenda topic Legal Issues/Considerations| Presenter Mack Harrison, Assistant General Counsel, DSHS Office of General Counsel

Discussion: Mack Harrison serves as the attorney for the Promotor(a) or CHW Training and Certification Program. Rules governing the program are under the Texas Administrative Code.

Mr. Harrison provided an overview of the committee, enabling and related statutes, administrative rules, and committee duties. He also discussed open meetings public information, and open records. Committee members may complete a form to delegate open records training, but must complete online open meetings training, required by state law and DSHS policy, within 90 days of appointment. Requirements for open meetings must include notice, be open to the public, have a quorum, and follow the agenda. Mr. Harrison noted that any information related to the committee is public information.

Committee members must be aware of any potential conflict of interest. Committee members may not accept or ask for anything that might influence their duties, accept or ask for anything for having exercised their powers or duties in favor of another, or disclose confidential information acquired because of their position. Members with a personal or private interest in a matter pending before the committee must publicly disclose it in a meeting and they may not vote or otherwise participate in that matter. This doesn't include matters regarding their occupation if their interest is the same as others with that occupation.

CHW and public members of the committee may be reimbursed for travel related to their attendance, as authorized by the budget process. Reimbursement must be requested within 14 days of a committee meeting.

Individual committee members may not speak on behalf of the committee or DSHS, or the Health and Human Services Executive Commissioner. No legislative activity is allowed except through the DSHS Government Affairs unit.

Agenda topic 2015 CHW Advisory Committee Workgroups | Presenter Mérida Escobar, Presiding Officer

Discussion: The Committee finalized their 2015 Workplan at the January 30, 2015 meeting. Committee members reviewed roles and responsibilities and identified a Committee member as a lead for each workgroup.

Program Rules Workgroup

Lead: Mérida Escobar

Members: Claudia Bustos

DSHS staff support: Beverly MacCarty, Francis Ibezim, Monica Maldonado.

Mérida Escobar reported that the workgroup is currently exploring ways to increase CHW participation in meetings and other areas where policy is discussed. She noted that CHWs may not be aware of the committee meetings. Ms. Bustos stressed the importance of having CHWs in the workgroup, as it is important to have the insight and knowledge of CHWs to discuss barriers.

Communication and Outreach Workgroup

Lead: Julie St. John

Members: Claudia Bustos, Rich Rosing, Gary Eagleton, Leticia Guerrero, Oscar Munoz, Jean Diebolt, Bobby Hansford

DSHS staff support: Beverly MacCarty, Monica Maldonado.

Julie St. John reported that the roles of this workgroup include giving input for the annual report, exploring development of a statewide promotora/CHW association, and identifying ways to promote more CHW participation. The 2014 Annual Report is pending approval. Dr. St. John is contacting other statewide associations to learn more about their process. The workgroup will try to meet once a month.

Training and Workforce Development Workgroup

Lead: Venus Gines

Members: Mérida Escobar, Claudia Bustos, Julie St. John, Leslie Hargrove, Lee Rosenthal

DSHS staff support: Beatrice Smith, Caly Fernández, Francis Ibezim.

Venus Ginés reported that the workgroup met on May 11, 2015 and discussed several issues, including extending CHW certification from 2 to 3 years, a lack of instructors in rural areas for CEUs for CHWs, and locating DSHS certified CEUs. She noted that it is important to address these concerns and requested information as to why the recommendation to change the CHW certification period from two to three years was not accepted. Beverly MacCarty noted that DSHS declined to increase the certification period to three years as the focus is on increasing opportunities for continuing education for CHWs and instructors, including access to distance learning opportunities. The CHW survey developed by the committee will gather data to better understand CHW perspectives about certification and reasons for renewing or not renewing their certification. Survey results may assist the committee and the program in addressing barriers to meeting renewal requirements. The workgroup also discussed developing a guidance document to assist individuals interested in becoming instructors.

Certification/Employment Opportunities Workgroup

Lead: Gary Eagleton – changed to Claudia Bustos

Members: Claudia Bustos, Julie St. John, Leslie Hargrove, Lee Rosenthal

DSHS staff support: Beatrice Smith, Caly Fernández, Francis Ibezim.

Gary. Eagleton expressed his apologies, but indicated he needed to step down as the lead for this workgroup. Claudia Bustos volunteered to serve as the lead. The workgroup met via conference call on May 6, 2015 and discussed three activities: CHW employment data based on the CHW Standard Occupational Classification (SOC), potential financing/reimbursement for CHW services, and CHW roles in telemedicine. CHWs have an employee classification under the SOC. The most recently published data indicated an average wage of \$18 per hour and an annual wage of \$38,000, but may include CHWs with other certifications/degrees. Mr. Eagleton also reported that the workgroup will review the CMS definition of Preventive Services. The workgroup discussed reaching out to CHWs to find out how much they would like to be paid and discussed the need to identify major employers of CHWs in Texas to determine wage structures/levels and financing mechanisms. The workgroup will invite Jean Diebolt to join the group regarding telemedicine and the role of CHWs and will explore contacting programs that are utilizing telemedicine. A suggestion was made to combine the Certification/Employment Workgroup and the Training and Workforce Development workgroups as many of the topics discussed are the same. The two workgroups will consider this suggestion.

Agenda topic CHW Spotlight: Promotores de Salud, Building Bridges to Connect Resources with the South Texas Border Communities | Presenters: Otila Garcia and Michelle Amaya

Discussion: Otila Garcia introduced the team of teen promotores. Michelle Amaya, a teen Promotora, spoke about her experiences working as a Promotora. A video developed by the teens in the Rio Grande Valley was showcased and Mérida Escobar provided background information regarding the video's development. Teen promotores incorporated symbols of South Texas and partnered with community organizers to provide outreach materials with a focus on chronic disease. They are also planning a "Get it Done" diabetes training.

Committee members thanked the teens for being the young faces of CHWs and for being advocates for people within their community and a voice for the voiceless. These young leaders may one day represent other CHWs by serving on the committee.

Agenda topic Expanding the Role of Promotores/CHWs in Promoting Prevention and Dispelling Myths Conference: May 17 – 18, 2015 | Presenter Mérida Escobar and Venus Ginés

Discussion: Venus. Ginés reported that the conference, held May 17-18, 2015 in Austin was an overwhelming success with over 340 registrations. Dia de la Mujer Latina (DML) awarded \$7200 in travel scholarships for CHWs. Mérida Escobar, Texas AHEC East – Coastal Region, and other partners helped with the training. May 18, 2015 was designated as CHW Promotora day by the Texas Legislature. A large group of CHWs were present in the gallery as the CHW/Promotora Day Proclamation was announced. President Obama sent a letter in English and Spanish honoring the work of promotores and CHWs. Ms. Ginés thanked the staff of Dia de la Mujer Latina who worked tirelessly to put this conference together. Claudia Bustos thanked Mérida Escobar and Venus Ginés for their leadership and for bringing the message to our state leaders.

Agenda topic Focus On Renewal of CHW Certifications | Presenter Monica Maldonado

Discussion: Monica Maldonado provided information about CHW renewal rates. More than half of CHWs do not renew their certification. The Promotor(a) or CHW Training and Certification Program notifies CHWs by email and mail six months before their certification expires and provides information via email and the website regarding CEU opportunities. The program is also developing a document of frequently asked questions related to renewal and is exploring an auto calling system to assist with providing information regarding renewals and continuing education for CHWs and instructors. Committee

members and participants discussed barriers related to accessing in-person and online training. Ms. Maldonado invited committee members and participants to share their suggestions to assist CHWs in meeting renewal requirements.

Claudia Bustos noted that CHWs sometimes request help in completing the renewal application and suggested that training programs incorporate information regarding renewal requirements and completing the application. Rich Rosing suggested developing a continuing education course related to organizational techniques CHWs can use to maintain CEU records.

Mérida Escobar assists STPA members in keeping up with their certification expiration date so they can renew on time. Venus Ginés noted that Dia de la Mujer Latina sends CEU certificates via email in pdf format so CHWs can save the documents. Tammy Sajak suggested that CHWs with Smart phones take a picture of their CEU certificates and save them on their phones.

Agenda topic Committee Business | Presenter Mérida Escobar, Presiding Officer

Discussion:

Beverly MacCarty reviewed a draft procedure to include guest instructors (non-certified instructors) in the provision of DSHS-certified contact hours.

Draft procedure:

- The training program (instructor of record) is responsible for ensuring the credentials and expertise of a guest instructor.
- *Requirements for teaching a Certification course*
 - Guest instructor meets at least two of the following qualifications:
 - Licensure or certification in field related to training topic, including certification as a CHW
 - Advanced degree (Master's or doctorate) in field related to training topic
 - Publication [peer-reviewed journal] or research related to training topic
 - Current work (agency/employer/supervisor) related to training topic
 - Other unique qualifications, such as a person with a unique life experience related to training topic (example – cancer survivor)
 - Guest speaker provides no more than 2 hours of training per core competency (no more than 10% of total curriculum).
- *Requirements for teaching a Continuing education course*
 - Guest instructor meets at least two of the following qualifications:
 - Licensure or certification in a field related to training topic, including certification as a CHW
 - Advanced degree in field related to training topic
 - Publication [peer-reviewed journal] or research related to training topic
 - Current work (agency/employer/supervisor) related to training topic
 - Other unique qualifications, such as a person with a unique life experience related to training topic
 - Guest speaker provides no more than 25% of the course (no more than 1 hour per 4 hour course or 2 hours per 8 hour course).

The committee will review the draft procedure for a potential vote at the next committee meeting July 31, 2015. The procedure will be implemented after approval by the committee and development of an internal approval process.

Agenda topic Committee Member Updates | Presenters Advisory Committee Members

Discussion:

Bobby Hansford: Mr. Hansford reported that Harris Health System will hold a *Building a Resume and Interviewing Skills* training on June 11, 2015. He noted that he was looking forward to attending the Healthy Texas Mothers and Babies Conference June 22-24, 2015.

Gary Eagleton: Mr. Eagleton shared that several CHWs participated in a recent *Mental Health First Aid* training provided by the University of Texas School of Public Health.

Oscar Muñoz: Mr. Muñoz reported that the Texas A&M Colonias Program had a graduation ceremony for a CHW class in El Paso on June 11, 2015 and will hold a Regional conference there in late June. A CHW class in Laredo will also graduate in late June.

Venus Ginés: Ms. Ginés noted that Dia de la Mujer Latina may provide Navigator training this summer as a CEU class for CHWs. This curriculum is available through the Texas Department of Insurance in English and Spanish.

Richard Rosing: Mr. Rosing reported that Houston Community College (HCC) recently graduated a class of CHWs. He also shared that HCC provided instructor CEUs for a group of A&M CHW instructors in San Antonio.

Julie St. John: No updates.

Claudia Bustos: Ms. Bustos reported that the Northern Texas CHW Resource Coalition provided DSHS-certified continuing education on the Road to Health toolkit for about 50 CHWs.

Mérida Escobar: The South Texas Promotora Association (STPA) is busy planning their first teen conference to be held July 11, 2015 at the Edinburg Boys and Girls club from 8:30 – 2 pm.

Agenda topic New business | Presenter Mérida Escobar, Presiding Officer

Discussion: New business for consideration at next meeting – July 31, 2015.

July is Minority Mental Health Awareness month

Connections with Local Workforce Boards

Survey results from recent conference in Austin hosted by Dia de la Mujer Latina

Draft Procedure – Guest Instructor

Meeting Adjourned

Meeting was adjourned at 12:27 pm